

February eUpdate

HITS eHealth Office's Orientation for ClinicalConnect LRAs and Privacy Auditors

Testing for Next Version of ClinicalConnect Underway

Welcome to New ClinicalConnect Participating Organizations!

Did You Know? ClinicalConnect by the Numbers

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Did You Know? ClinicalConnect by the Numbers

More than 40,000 physicians, clinicians and their clinical staff have access to ClinicalConnect. Through interactions between the connecting South West Ontario (cSWO) Change Management & Adoption Delivery Partner and the ClinicalConnect Solution Provider teams, we know how valuable a tool ClinicalConnect has been in providing more efficient patient care to residents of south west Ontario. But did you know just how many records are viewed by patients' healthcare providers? In the month of January 2017 alone, 87,704 distinct patient records were viewed using ClinicalConnect. On average, this means 2,829 distinct patient records were viewed each day that month!

When you think about how long it otherwise may have taken for providers to obtain those records via phone or fax, or for patients to recall the details of their previous medical treatments and tests... collectively, that undoubtedly amounts to significant time savings and less hassle for providers and patients alike.

HITS eHealth Office's Orientation for ClinicalConnect LRAs and Privacy Auditors

Local Registration Authorities (LRAs) play a critical role in ensuring access to ClinicalConnect is only provisioned for authorized users at their organization.

ClinicalConnect Participating Organizations are required to have at least one LRA appointed and trained at all times, and this role is typically an additional responsibility for the designated LRA outside of their day-to-day tasks. To compensate for this important but generally part-time obligation, orientation and on-going training is crucial to ensuring LRAs are competent using the Access Governance System (AGS) to perform their duties and uphold their responsibilities as part of the Data Sharing Agreement (DSA).

The training process to become an LRA is comprehensive and consists of two phases: part one serves as an overall orientation about the role and responsibilities of an LRA, services and support structures and an introduction to AGS and ClinicalConnect. Part two encompasses a mandatory in-class or remote hands-on training session on how to use AGS to create and manage their organization's ClinicalConnect accounts.

Once an LRA has completed their orientation, they are granted access to AGS to manage ClinicalConnect accounts for health service providers at their organization, as well as access to a SharePoint site designed specifically for ClinicalConnect LRAs. This secure site provides additional resources and a notice board where relevant updates are posted to ensure LRAs are kept up to date with respect to their organization's participation in ClinicalConnect. Furthermore, as Participating Organizations become federated to the ONE ID service, LRAs are offered additional training to demonstrate slight changes in how AGS is used to create and manage accounts for federated users.

Over the past year alone, the HITS eHealth Office conducted 82 training sessions across south west Ontario via remote or in-person training sessions.

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As a result of these sessions, 103 LRAs were trained to use AGS in their various capacities, but so were 51 DSA Signatories, Privacy Officers and LRAs who joined webinars about using AGS to complete mandatory, semi-annual attestations as described in previous eUpdates.

Staff at the HITS eHealth Office are pleased to offer customized training sessions, particularly for LRAs, as needed. For more information about the training options, please email training@clinicalconnect.ca.

Testing for Next Version of ClinicalConnect Underway

The ClinicalConnect team has been on the road working with staff from data-contributing Participating Organizations to complete the initial testing, remediation, and re-testing in preparation for the go-live of the ClinicalConnect Version 5.0.

The initial round of testing is progressing well and is on schedule for completion in March; with go-live targeted for June 2017.

The HITS eHealth Office would like to thank all our partners for helping to fulfill these testing requirements and accommodating our team's on-site. We'll continue to keep readers informed about the next version of ClinicalConnect; stay tuned for a sneak peek at the new look and feel of the portal in upcoming eUpdates!

Welcome to New ClinicalConnect Participating Organizations!

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participating Organizations in February 2017:

- Brant County Health Unit [Hamilton Niagara Haldimand Brant LHIN]
- Catholic Family Services of Hamilton [Hamilton Niagara Haldimand Brant LHIN]
- Hand Therapy Canada Inc. [South West LHIN]

For general inquiries, please email info@clinicalconnect.ca
For technical support, please email helpd@hhsc.ca or call the HITS Help Desk: (905) 521-2100 ext 43000

For more information, visit info.clinicalconnect.ca



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CONNECTING SOUTH WEST ONTARIO

ClinicalConnect is the Regional Clinical Viewer for the connecting South West Ontario (cSWO) Program, funded by eHealth Ontario. Health Information Technology Services (HITS), a division of Hamilton Health Sciences, is the solution provider deploying ClinicalConnect across the four south west LHINs. The cSWO Program is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians.